



Recording my providers

Easy Read factsheet



How to use this factsheet



The National Disability Insurance Agency (NDIA) wrote this factsheet.

When you see the word 'we', it means the NDIA.



We wrote this factsheet in an easy to read way.

We use pictures to explain some ideas.



We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **21**.



This is an Easy Read summary of another factsheet.

This means it only includes the most important ideas.



You can find the other factsheet on the NDIS website.

www.ndis.gov.au/resources



You can ask for help to read this factsheet.

A friend, family member or support person might be able to help you.

What is in this factsheet?

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My providers



Providers support people with disability by delivering a service.



You might need to tell us what providers you use for some supports in your **NDIS plan**.

Your NDIS plan explains how the NDIS will support you.



We will make a list of these providers in our computer system.

We call this list **my providers**.

My providers is a list of providers you work with often.

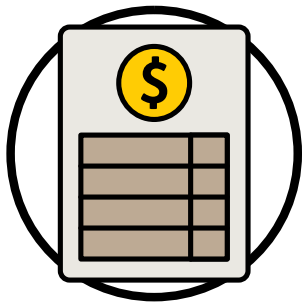


We use the **funding** in your plan to pay the providers on this list when you use their services.

Funding is the money from your plan that pays for the supports you need.



When you tell us about your providers, it makes it easier and faster for us to pay them when they make a **claim**.



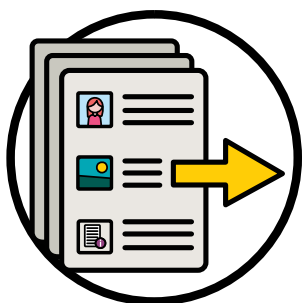
When someone makes a claim, they ask the NDIS to pay for a support.



You will have a my providers list if you have **Agency-managed funding**.

Agency-managed funding is when the NDIS manages:

- all of the funding in your plan
- some of the funding in your plan.



You will also have a my providers list if you use some types of support.

We explain them on the following pages.

You will not have to use a my providers list if you:



- do not use any of these supports



- do not have Agency-managed funding.

When you must tell us about my providers



You must tell us about your provider for some supports.

It does not matter how you manage these supports.

You must tell us about your provider if you use:



- a **registered plan manager** – someone who can manage your funding for you



- a **support coordinator** – someone who helps you plan and use your supports



- a **recovery coach** – someone who supports you with your mental health.



You must also tell us about your providers if you use **specialist disability accommodation (SDA)**.

SDA is housing for people with disability who need a lot of support.



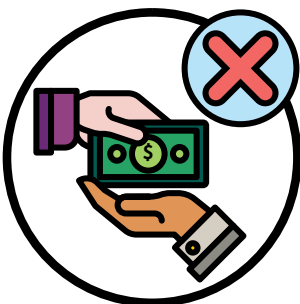
And you must tell us about your providers if you use:

- home and living supports
- **behaviour support.**



Behaviour support helps you manage your behaviours that might put:

- yourself in danger
- other people in danger.



We will not pay providers if they:

- claim these supports
- and
- are not on your my provider list.

When you can choose to tell us about my providers



You can choose to tell us about providers you use for any other Agency-managed support.



You can also choose if you want to tell us about providers you only use:

- once
- or
- for a short time.



You can still see claims from providers you do not tell us about in your my providers list.

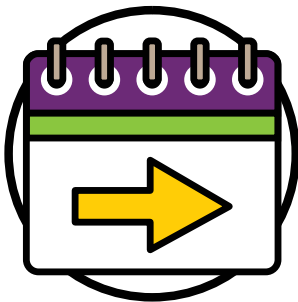
Managing my providers

How to tell us about my providers



We will work with you to make your my providers list.

We can do this at a meeting about your plan.



We can also do this later when you choose what providers you want to work with.



But you cannot receive some supports until you tell us about the providers in your my providers list.



You must include your provider's **Australian Business Number (ABN)** when you make a claim for SDA or behaviour support.

An ABN is a number you need to have when you run a business or company in Australia.



Before we pay the provider, we will:

- check their ABN
- make sure they follow the right rules.



Your providers can also ask us to add them to your my providers list.



We will send you a text message or an email saying they want to be on your my providers list.



You can say yes or no.

You can do this by calling us.

1800 800 110



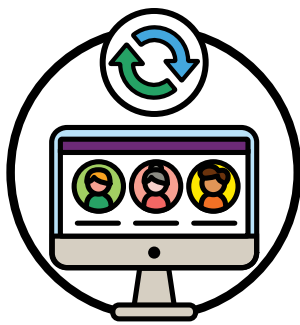
You can also do this on the my NDIS **participant** portal.

Participants are people with disability who take part in the NDIS.



If you do not respond in 28 days, we will not add the provider to your my providers list.

How to change your my providers



You can change your my providers at any time.



You can talk to your my NDIS contact to change your my providers.

Your my NDIS contact might be your **NDIA planner**.

An NDIA planner is someone who:

- works for the NDIA
- makes new plans
- changes plans
- develops your plan budgets.



Your my NDIS contact might also be:



- a **local area coordinator** – someone who helps people with disability find and use supports



- an **early childhood partner** – someone who supports children with disability and their families.



You can also call us.

1800 800 110

Giving consent to manage your my providers



When you give your **consent**, you say it is ok for someone to do something.



You can give your consent to another person to manage your my provider list if you:

- cannot get text messages
- do not want to get text messages.



This person can:

- talk to us for you
- do things for you.



But they cannot make decisions for you.

Checking claims



If we get a claim from a provider who is not in your plan, we will check with you before we pay them.



This means we will send you or someone who manages your my providers a text message.



When you get this text message, you need to call us within 6 days.

1800 800 110



When you call us, we will tell you what the claim is for.



During this phone call you need to tell us if the claim is for a service that you:

- agreed to
- did not agree to.



We will pay the claim if it is for a service you agreed to.

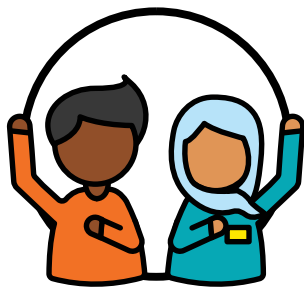
If you tell us that you did not agree to the service, we will:



- stop the payment



- look into the claim.



We might talk to:

- you
- the provider who made the claim.



We will tell you about our decision in the my NDIS participant portal and app.



In the my NDIS participant portal, you can also:

- see the claim
- respond to the claim.



If you accept the claim, you can choose to add the provider to your my providers list.



This means we will not have to check with you each time they make a claim.



We might also contact you if you get a lot of claims from providers who are not on your list.

We will check if you:



- agree with these claims



- want to change the providers on your list.

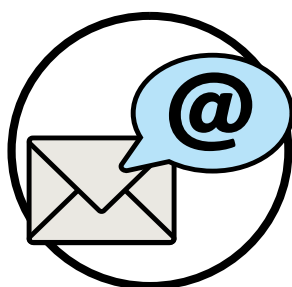
More information

For more information about this factsheet, please contact us.



You can call us.

1800 800 110



You can send us an email.

enquiries@ndis.gov.au



You can visit one of our offices in person.

You can find an office near you on the
NDIS website.

www.ndis.gov.au/contact/locations

Word list

This list explains what the **bold** words in this factsheet mean.



Agency-managed funding

Agency-managed funding is when the NDIS manages:

- all of the funding in your plan
- some of the funding in your plan.



Australian Business Number (ABN)

An ABN is a number you need to have when you run a business or company in Australia.



Behaviour support

Behaviour support helps you manage your behaviours that might put:

- yourself in danger
- other people in danger.



Claim

When someone makes a claim, they ask the NDIS to pay for a support.



Consent

When you give your consent, you say it is ok for someone to do something.



Early childhood partner

An early childhood partner is someone who supports children with disability and their families.



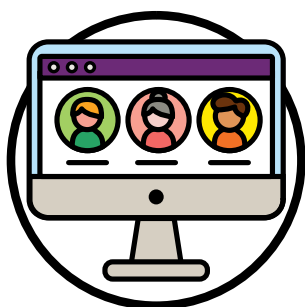
Funding

Funding is the money from your plan that pays for the supports you need.



Local area coordinator

A local area coordinator is someone who helps people with disability find and use supports.



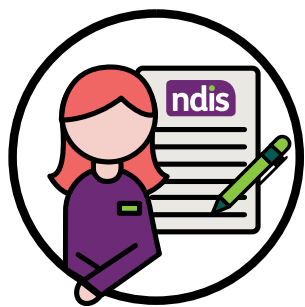
My providers

My providers is a list of providers you work with often.



NDIS plan

Your NDIS plan explains how the NDIS will support you.



NDIA planner

An NDIA planner is someone who:

- works for the NDIA
- makes new plans
- changes plans
- develops your plan budgets.



Participants

Participants are people with disability who take part in the NDIS.



Registered plan manager

A registered plan manager is someone who will manage your funding for you.



Providers

Providers support people with disability by delivering a service.



Recovery coach

A recovery coach is someone who supports you with your mental health.



Specialist disability accommodation (SDA)

SDA is accessible housing for participants who need a lot of support.



Support coordinator

A support coordinator is someone who helps you plan and use your supports.



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Quote job number 6004-A.

Notes





[ndis.gov.au](https://www.ndis.gov.au)